Adoption Assistance and Permanency Care Assistance Information Session

Medicaid and CHIP Services Department

Winter 2017

TEXAS
Health and Human Services

Overview

At the end of this presentation, you will be able to answer the following questions:

- What are the Department of Family and Protective Services (DFPS) Adoption Assistance and Permanency Care Assistance programs (AAPCA)?
- What is managed care?
- Which managed care programs will serve AAPCA clients?
- What is required of providers?
- How do clients pick a health plan and primary care provider?
- When will AAPCA clients move to managed care?

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Background

- The 83rd Texas Legislature directed HHSC to move remaining Medicaid fee-for-service clients to Medicaid managed care.
- Currently, AAPCA clients receive Medicaid services through Medicaid fee-for-service.
- Most AAPCA clients will move to Medicaid managed care September 1, 2017.

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What is AAPCA?

- DFPS operates AAPCA:
  - The Adoption Assistance program provides help for certain children who are adopted from foster care.
  - The Permanency Care Assistance program gives financial support to family members who provide a permanent home to children who were in foster care but could not be reunited with their parents.
- AAPCA may provide:
  - Medicaid coverage for the child.
  - Monthly cash assistance from DFPS.
  - A one-time reimbursement from DFPS for some legal expenses that come with adopting or becoming the managing conservator of a child.

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What is Managed Care?

- Managed care is healthcare provided through a network of doctors, hospitals and other providers responsible for managing and delivering quality, cost-effective care.
- The state pays a health plan a set rate for each member enrolled, rather than paying for each unit of service provided.

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What are the Goals of Managed Care?

- Emphasize preventive care.
- Establish a medical home through a primary care provider, such as a doctor, nurse or clinic.
- Improve access to care.
- Make sure people get the right amount of services.
- Improve client and provider satisfaction.
- Promote care in least restrictive, most appropriate setting.
- Improve health outcomes, quality of care, and cost-effectiveness.

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Managed Care Programs in Texas

- STAR
- STAR Kids
- STAR Health
- STAR+PLUS
- Texas Dual Eligible Integrated Care Project (called the Dual Demonstration)
- CHIP
- CHIP and Children's Medicaid Dental

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How many people get Medicaid?

Estimates for November 2016 show:

- 4,135,869 people enrolled in Texas Medicaid.
  - 3,785,701 of them are in managed care.
    - STAR – 3,022,202
    - STAR+PLUS – 531,859
    - STAR Health – 31,977
    - STAR Kids – 163,358
    - Dual Demonstration – 36,305
  - 350,168 clients enrolled in Medicaid fee-for-service.

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Source: HHSC System Forecasting. Data are preliminary.

What is a Health Plan?

- Health plans provide a medical home through a main doctor, nurse or clinic and referrals for specialty services as needed.
  - Exception: Clients who get Medicare and Medicaid (dual eligible) get basic care services through Medicare.
- Health plans may offer extra services, also called “value-added services.”
  - Extra vision services
  - Health and wellness services

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What is STAR?

- STAR is a managed care program for most people on Medicaid.
- STAR serves:
  - children,
  - low-income families,
  - former foster care children, and
  - and pregnant women.
- As of Sept. 1, 2017, most children and youth in AAPCA will get services through STAR.

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What are STAR Benefits?

- Medicaid benefits.
  - Unlimited prescriptions
  - Unlimited necessary days in a hospital
- A main doctor, nurse or clinic to serve as medical home
- Service management
  - Includes development of a service plan and coordination of services for members with special healthcare needs.
- Value-added services
  - Extra services offered by the health plan such as health and wellness services, extra vision services, etc.

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What is STAR Service Management?

- A service performed by the health plan to do all of the following:
  - Develop a service plan, which includes a summary of current needs, a list of services required, and a description of who will provide those services.
  - Coordinate services among a member's primary care provider, specialty providers and non-medical providers.
  - Make sure the client gets the medically necessary covered services and other services and supports.
  - All AAPCA managed care members can get service management.

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What is STAR Kids?

- STAR Kids is a managed care program for children and young adults 20 and younger who meet at least one of the following criteria:
  - Get Supplemental Security Income (SSI) or SSI-related Medicaid.
  - Are enrolled in Medicare.
  - Get services through a 1915(c) waiver program:
    - Community Living Assistance and Support Services (CLASS)
    - Deaf Blind with Multiple Disabilities (DBMD)
    - Home and Community-based Services (HCS)
    - Texas Home Living (TxHmL)
    - Medically Dependent Children Program (MDCP)
    - Youth Empowerment Services (YES)
- As of Sept. 1, 2017, children and youth in AAPCA who meet the above criteria will get services through STAR Kids.

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What are STAR Kids Benefits?

- Children's Medicaid benefits.
  - Unlimited prescriptions
  - Unlimited necessary days in a hospital
- Primary care provider.
- State Plan long-term services and supports, such as private duty nursing and personal care services.
- Long-term services and supports waiver services through the Medically Dependent Children's Program for children and young adults who qualify.
- Extra services.
- Service coordination.
  - Initial and ongoing help identifying, picking, obtaining, coordinating and using covered services to enhance the child's well-being, independence, and integration in the community.

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What is STAR Kids Service Coordination?

- Specialized care service provided by health plan nurses and other professionals with necessary skills to coordinate care, including:
  - Identification of needs, such as, physical health, mental health, long-term services and supports.
  - Development of a person-centered service plan to address identified needs.
  - Making sure clients get the services they need when they need them.
  - Attention to addressing members' unique needs.
  - Coordinating with other services when necessary.

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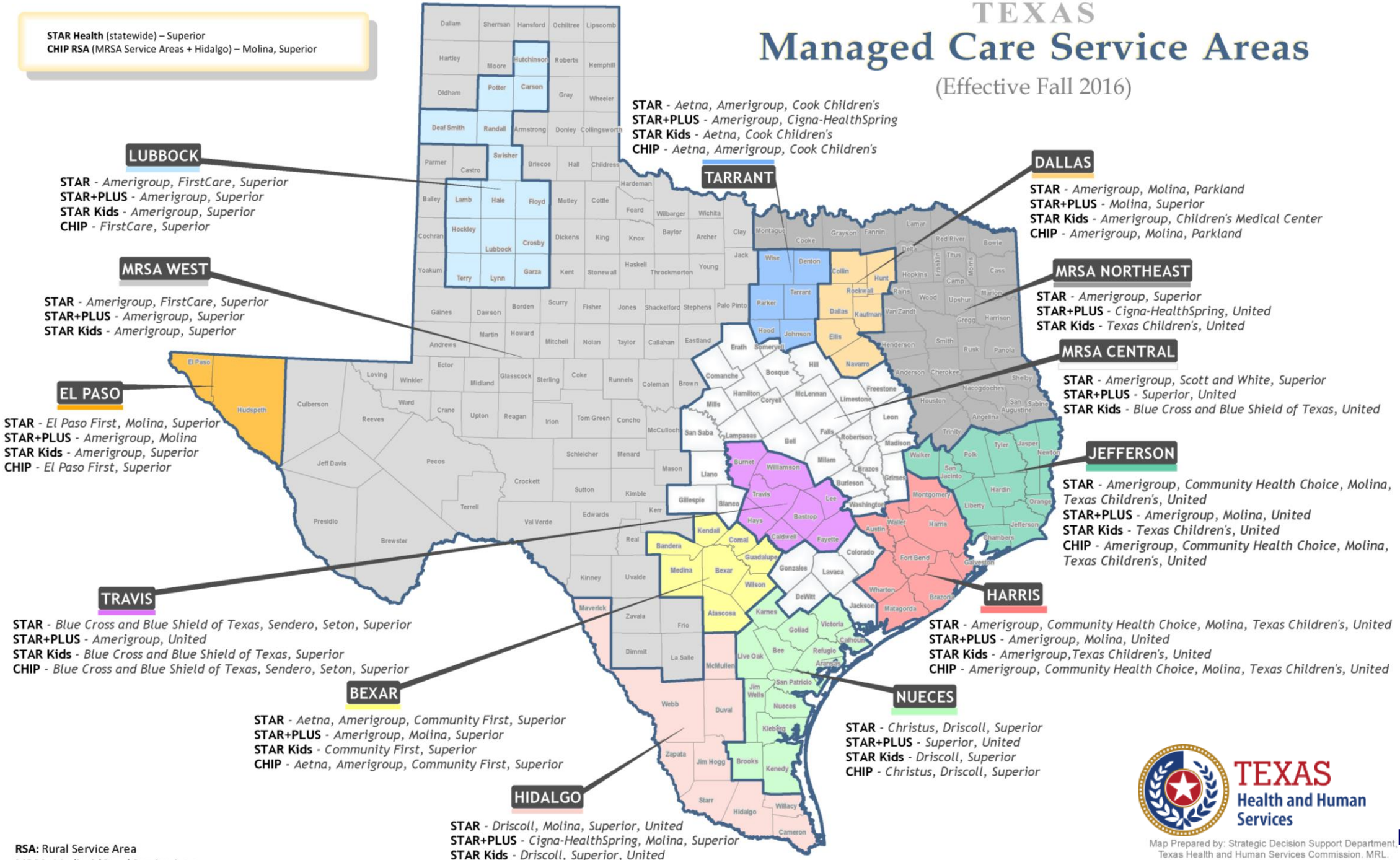
STAR Health (statewide) – Superior
CHIP RSA (MRSA Service Areas + Hidalgo) – Molina, Superior

TEXAS
Managed Care Service Areas
(Effective Fall 2016)



STAR - *Aetna, Amerigroup, Cook Children's*
STAR+PLUS - *Amerigroup, Cigna-HealthSpring*
STAR Kids - *Aetna, Cook Children's*
CHIP - *Aetna, Amerigroup, Cook Children's*

LUBBOCK
STAR - *Amerigroup, FirstCare, Superior*
STAR+PLUS - *Amerigroup, Superior*
STAR Kids - *Amerigroup, Superior*
CHIP - *FirstCare, Superior*

MRSA WEST
STAR - *Amerigroup, FirstCare, Superior*
STAR+PLUS - *Amerigroup, Superior*
STAR Kids - *Amerigroup, Superior*

EL PASO
STAR - *El Paso First, Molina, Superior*
STAR+PLUS - *Amerigroup, Molina*
STAR Kids - *Amerigroup, Superior*
CHIP - *El Paso First, Superior*

TRAVIS
STAR - *Blue Cross and Blue Shield of Texas, Sendero, Seton, Superior*
STAR+PLUS - *Amerigroup, United*
STAR Kids - *Blue Cross and Blue Shield of Texas, Superior*
CHIP - *Blue Cross and Blue Shield of Texas, Sendero, Seton, Superior*

BEXAR
STAR - *Aetna, Amerigroup, Community First, Superior*
STAR+PLUS - *Amerigroup, Molina, Superior*
STAR Kids - *Community First, Superior*
CHIP - *Aetna, Amerigroup, Community First, Superior*

HIDALGO
STAR - *Driscoll, Molina, Superior, United*
STAR+PLUS - *Cigna-HealthSpring, Molina, Superior*
STAR Kids - *Driscoll, Superior, United*

TARRANT
DALLAS
STAR - *Amerigroup, Molina, Parkland*
STAR+PLUS - *Molina, Superior*
STAR Kids - *Amerigroup, Children's Medical Center*
CHIP - *Amerigroup, Molina, Parkland*

MRSA NORTHEAST
STAR - *Amerigroup, Superior*
STAR+PLUS - *Cigna-HealthSpring, United*
STAR Kids - *Texas Children's, United*

MRSA CENTRAL
STAR - *Amerigroup, Scott and White, Superior*
STAR+PLUS - *Superior, United*
STAR Kids - *Blue Cross and Blue Shield of Texas, United*

JEFFERSON
STAR - *Amerigroup, Community Health Choice, Molina, Texas Children's, United*
STAR+PLUS - *Amerigroup, Molina, United*
STAR Kids - *Texas Children's, United*
CHIP - *Amerigroup, Community Health Choice, Molina, Texas Children's, United*

HARRIS
STAR - *Amerigroup, Community Health Choice, Molina, Texas Children's, United*
STAR+PLUS - *Amerigroup, Molina, United*
STAR Kids - *Amerigroup,Texas Children's, United*
CHIP - *Amerigroup, Community Health Choice, Molina, Texas Children's, United*

NUECES
STAR - *Christus, Driscoll, Superior*
STAR+PLUS - *Superior, United*
STAR Kids - *Driscoll, Superior*
CHIP - *Christus, Driscoll, Superior*

RSA: Rural Service Area
MRSA: Medicaid Rural Service Area

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Map Prepared by: Strategic Decision Support Department, Texas Health and Human Services Commission. MRL. October 1, 2015

AAPCA into STAR

AAPCA clients who meet the following criteria will move to STAR on Sept. 1, 2017.

- Don't get:
  - Supplemental Security Income (SSI)
  - Medicare
  - 1915(c) waiver services
- Don't have a disability as determined by the U.S. Social Security Administration or the State of Texas.
- Don't live in:
  - a nursing facility
  - an intermediate care facility for individuals with intellectual or developmental disabilities or related conditions (ICF/IID)

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AAPCA into STAR Kids

AAPCA clients who meet the following criteria will transition to STAR Kids on Sept. 1, 2017.

- Get Supplemental Security Income (SSI)
- Have a disability as determined by the U.S. Social Security Administration or the State of Texas

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AAPCA remaining in FFS

- AAPCA clients who meet the following criteria will remain in traditional, fee-for-service Medicaid:
  - Live in Texas Juvenile Justice facilities.
  - Live in the Truman W. Smith Center.
  - Live outside of Texas.
- Medicaid Hospice Program recipients who don't meet the STAR Kids criteria will remain in fee-for-service Medicaid.
- Members of a federally recognized tribe may choose to remain in fee-for-service Medicaid.

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How will my doctor know which health plan I'm in?

- All STAR and STAR Kids members get a health plan ID card, in addition to a Your Texas Benefits Medicaid card from the state.
- The health plan ID card includes:
  - Member's name and Medicaid ID number
  - Medicaid program (e.g., STAR, STAR Kids)
  - Health plan name
  - PCP name and phone number
  - Toll-free phone numbers for member services, service coordination, and behavioral health services hotline
  - Other information may be provided (e.g. date of birth, service area, PCP address)

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Will current services be covered in managed care?

- Authorizations for basic care such as specialist visits, medical supplies, etc., are honored for 90 days, until the authorization expires or until the health plan issues a new one.
- Authorizations for long-term services and supports are honored for six months or until a new assessment is completed.
- During the transition period, members can keep seeing current providers, even if they are out of the health plan's network.

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Existing Authorizations

- Approved and active prior authorizations for covered services will be forwarded to the STAR or STAR Kids health plans prior to Sept. 1, 2017.
- These prior authorizations are subject to the ongoing care requirements discussed before.
- Providers don’t need to resubmit authorization requests to the health plans if an authorization is already in place.

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Can I see my current providers?

- Providers must contract and be credentialed with a health plan to provide Medicaid managed care services.
- Rates are negotiated between the provider and the health plan.
- Authorization requirements and claims processing might be different between health plans.

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What is a Significant Traditional Provider?

- A Significant Traditional Provider is a provider who has served Medicaid fee-for-service clients.
- Health plans must offer Significant Traditional Providers the chance to be part of the contracted health plan network.
- Health plans will reach out to Significant Traditional Providers.
  - The providers may initiate the contact.
- Significant Traditional Providers and health plans must agree on the conditions for contracting and credentialing.

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What if the provider is Out-of-Area?

- Health plans must have an adequate network of providers and provide services members need inside their service area.
- Health plans may also pay providers outside their service area in certain situations, such as emergency services and to maintain ongoing care with an existing provider.

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What if the provider doesn't contract with the health plan?

- If providers choose not to contract with health plans in the service area, the providers won't be part of the health plans' provider networks.
- In certain situations, the health plan might be willing to sign a single-case agreement or enter into a limited contractual relationship.

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Provider Claims

- Providers, including long-term services and support providers, must file claims within 95 days of the date of service.
- Health plans must adjudicate most claims within 30 days (18 days for electronic pharmacy claims).

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Appeals and Fair Hearings

- Members may appeal to the health plan and file a fair hearing request with the state if services are denied, reduced or terminated.
- Services may continue during the review if the appeal or fair hearing is asked for on time and the member asks for continued services pending the appeal.

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Provider Complaints

- Providers should contact the health plan to file a complaint and exhaust the health plan resolution process before filing a complaint with HHSC.
- Appeals, grievances or dispute resolution is the health plan's responsibility.
- Providers may file complaints with HHSC if they feel they didn't receive full due process from the health plan.
  - HPM_Complaints@hhsc.state.tx.us

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Complaints and Appeals

- Health plans must use appropriately trained providers for to review all medically-based member complaints and appeals, such as:
  - Member appeals regarding a benefit denial or limitation.
  - Common complaints:
    - Quality of care or services
    - Accessibility or availability of services
    - Claims processing

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What if I have problems with Medicaid services?

Today, you can call the HHS Office of the Ombudsman:

- 1-877-787-8999

As of Sept. 1, 2017, you can also:

- Call the number on your health plan ID card
- If the problem isn't resolved, call the Ombudsman managed care assistance team:
  - 1-866-566-8989

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What should I do next?

- Get to know the health plans operating in counties where:
  - You get services, if you're a client.
  - You deliver services, if you're a provider.
- Providers:
  - Begin the contracting and credentialing process with the health plans as quickly as possible.
  - Prepare to negotiate rates with the health plans.
  - Become familiar with your health plans' policies and procedures for prior authorization and billing.
- Clients:
  - Make sure your correct address and phone number is on file.
  - Ask your doctors what health plans they take.

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What if I need to update my address or phone number?

- The adoptive parent or permanency care assistance caregiver should contact the DFPS regional adoption assistance eligibility specialist assigned to his or her case.
- If the parent or caregiver doesn't know who the assigned eligibility specialist is, they can contact the DFPS hotline, 1-800-233-3405, to find out.
- The parent or caregiver should contact the adoption assistance eligibility specialist to assist with the address change.

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How do I choose a health plan?

- AAPCA clients moving to STAR or STAR Kids will get a packet in the mail with facts about the health plans in their area.
- Everyone will be able to pick from at least two health plans.
- Each health plan has a list of providers. Clients will pick a primary care providers from that list.
- If clients don't make a choice, HHSC will assign an health plan and primary care provider.
- Members can change their health plan at any time. Changes take 15-45 days to take effect.

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Enrollment Activities

- May 2017 – Clients get introduction letters.
- June 2017 – Clients get enrollment packets.
- July 2017 – Clients who haven't picked a health plan get reminder letters.
- Aug. 14, 2017 – Clients who haven't picked a health plan are assigned to one.
  - Clients may change health plans at any time by contacting the enrollment broker
- Sept. 1, 2017 – AAPCA clients move to managed care.

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What if I still have questions?

- Learn more about the transition of AAPCA clients to STAR and STAR Kids at:

hhs.texas.gov/AAPCA

- Learn more about managed care at:

hhs.texas.gov/services/health/medicaid-and-chip/provider-information/expansion-managed-care

- Send questions to: managed_care_initiatives@hhsc.state.tx.us

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